



# STANDARD OPERATING PROCEDURES MANUAL



## COMMITTEE OF THE NATIONAL ASSEMBLY

office holders, elected or appointed and management are expected to be familiar with each section of this manual. The value of any one section or paragraph may rely heavily on others. General agreement on these statements is essential for implementing policies and assuring accomplishments.

General Post Office Division 3

Rural Free Delivery Route 1

The United States of America

NAC: 850H2 MR7C8

(443) 271-1864





The Government of The United States of America  
**General Post Office Division 3**  
**Superintendent of Finance**  
 RR1 Box #1  
 The United States of America  
 Global Postal Code-NAC: 850H2 MR7C8  
 Office hours: 9:00 - 9:00 UTC-6 Monday - Friday  
 Phone: 352-239-7465  
 Email: manager@continentalpublicbank.com



## Standard Operating Procedures Manual for General Post Office Division 3



By: committee of the National assembly

The **Standard Operating Procedures Manual** for the **General Post Office Division 3** is hereby adopted this 11<sup>th</sup> Day of **November, 2015**; and

**Note:** The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between General Post Office Division 3 and any of its employees.



General Post Office Division 3 under the authority of the National assembly of American Nationals and General Post Masters for the Government of The United States of America, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. Any and all changes will be communicated to personnel employed at General Post Office Division 3.

**The reproduction or release of this manual or its material is prohibited,  
unless written approval is obtained from the committee of the National assembly.**

Amendment Sheet

Release No.	Date	Amendment Description
Amend. 1	03/01/16	§120.02 Qualifications, §120.03 Responsibilities, and §120.04 Appointment Procedure for Financial Services Assistant Manager
Amend. 2		
Amend. 3		
Amend. 4		
Amend. 5		
Amend. 6		
Amend. 7		



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# Standard Operating Procedures Manual

## Introduction - Section 010

### §010.01 Introduction

- A. This **Standard Operating Procedures Manual** [hereinafter, “SOPM”] has been developed by the **committee of the National assembly** [hereinafter, “committee”] in order to familiarize employees with **General Post Office Division 3** [hereinafter, “GPOD3”], and to provide information about working conditions, key policies, and procedures affecting GPOD3;
- B. The SOPM is organized in multiple sections. These sections cover items such as basic GPOD3 employee duties and responsibilities, memorandums, and procedures among other items;

## Mission Statement - Section 020

### §020.01 Mission

- A. It is our mission to serve the account holders of GPOD3 in an efficient and timely manner. We will always work to exhibit professionalism, thoroughness, compassion and courtesy when performing any duty.



## Purpose for this SOPM - Section 030

### §030.01 Purpose

- A. This SOPM is to supply you with information necessary to function efficiently while operating as a GPOD3 employee. It is important to note that there is no manual or information available that will compensate for negligence, carelessness, lack of sincere effort, dishonesty, or disregard for established regulations;
- B. The SOPM outlines procedures to be followed in a variety of situations. It is obviously impossible to develop procedures for every situation that might arise. Therefore, in situations not covered by specific instructions, decisions made and actions taken must be governed by common sense and judgment on the part of the GPOD3 employee;
- C. The need for standardization cannot be overemphasized. Standard Operating Procedures save time, reduce confusion, eliminate errors and will assist GPOD3 employees with providing a timely and predictable response to their duties and responsibilities;
- D. This SOPM is written to serve as a Standard Operating Procedure Manual for all GPOD3 employees. It will describe responsibilities while employed with GPOD3. The integrity of all GPOD3 employees and GPOD3 services delivered must be impeccable;
- E. A GPOD3 employee should always remain cognizant of the liability at stake concerning decisions made or performed **during their tenure with GPOD3**, as well as the possible liability at stake concerning decisions made or performed **during time outside of work**;
- F. An employee’s actions whether it be media written or recorded, conversations held, information or advice given, or actions taken, are all libelous;



- G. Through proper training and understanding of this manual, GPOD3 employee's liability will be reduced;
- H. This manual will stimulate the consistent and correct performance of all GPOD3 employees.

## Procedures, Definitions, and Media Contacts - Section 040

### §040.01 Procedures and Definitions

- A. A Directive or a Written Directive are tools used to communicate policy and procedural issues and may be known as or delivered through a Written Policy or Standard Operating Procedures Manual and / or a Memoranda;
- B. The Standard Operating Procedures Manual will be reviewed and updated at least one time per year and may be updated as the committee deems needed;
- C. No new procedures will be enacted until changes are posted for all employees;
- D. Below are the definitions for Policy/ Standard Operating Procedures and Memoranda and procedures for how and examples of why each may be enacted;

#### 1. Definitions:

- a) **Policy/ Standard Operating Procedures:** *These are written directives from the committee in final form.*
- b) **Memoranda:** *These are a temporary written directive/s by the committee and they provide a self-canceling or temporary override or addition to a current Policy or Standard Operating Procedure. They are normally used to supplement and improve Policy / Standard Operating Procedures / Directives for the benefit of GPOD3. These will be reviewed and revised annually and folded into the Policy / Standard Operating Procedures Manual. Memoranda may also be utilized internally for matters not related to policy or procedure.*

### §040.02 Media Contacts

If you are contacted by a reporter or representative of any TV, radio, newspaper, or magazine reporters, or by other media press, you shall direct him or her to the [Secretary of State for The United States of America](#).

## General Post Office Division 3

Contact information for GPOD3 - Section 050

### §050.01 Contact information

- A. The main office address is:
  - 1. The United States of America: NAC: 70PHZ P5FJ2  
The Government of The United States of America,  
General Post Office Division 3  
Rural Free Delivery Route 1,  
The United States of America,  
Global Postal Code-NAC: 850H2 MR7C8



B. The hours of operation are:

1. Monday-Friday 9:00 AM - 9:00 PM

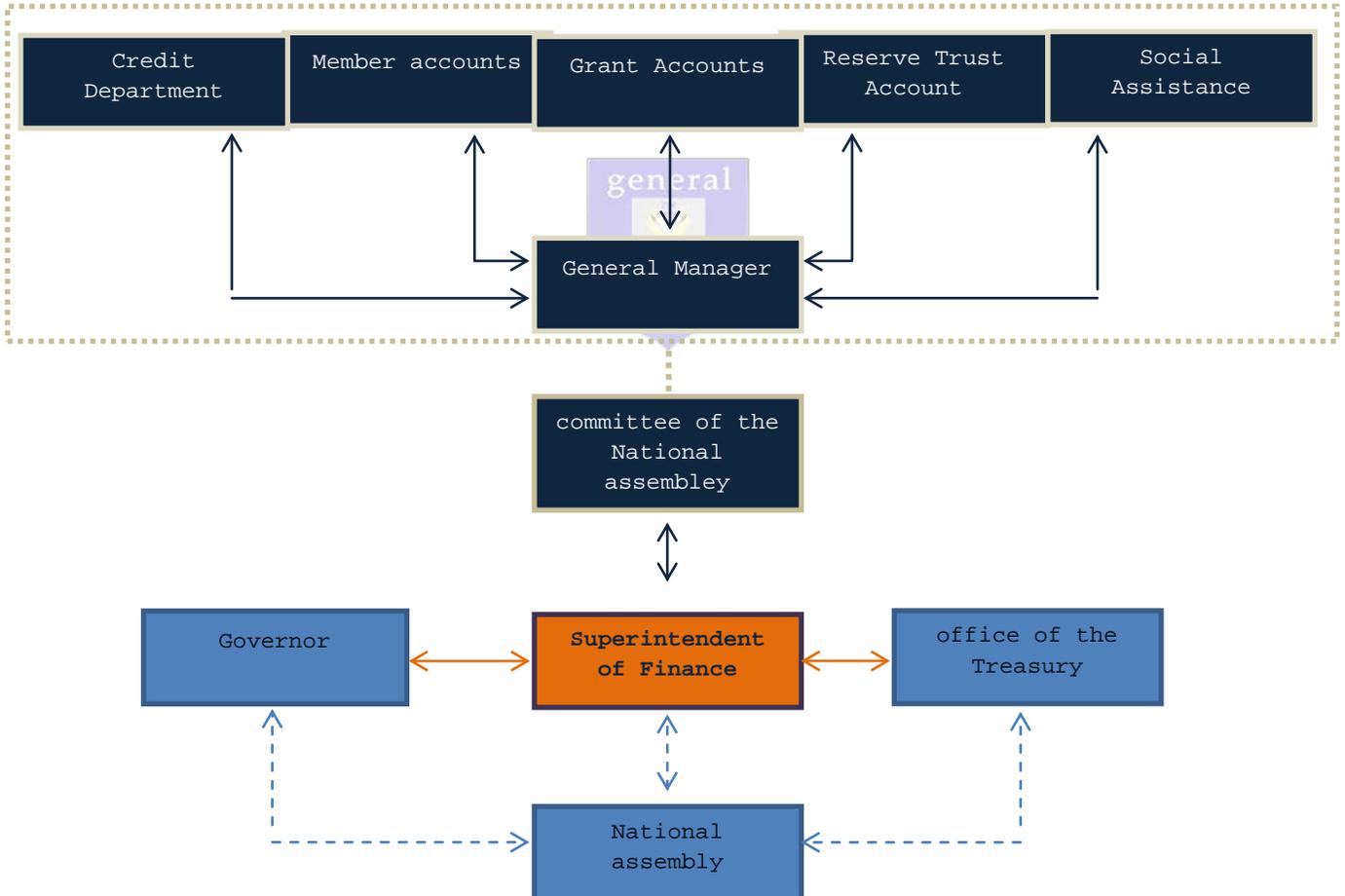
C. Contact information:

1. Phone: 352-239-7465
2. Website: <https://continentalpublicbank.com>
3. E-mail: [manager@continentalpublicbank.com](mailto:manager@continentalpublicbank.com)

### Organizational Chart - Section 050

#### §050.02 Superintendent of Finance Liaison Structure

A. Organizational Chart based on **bottom up Government Structure**:



General Post Office Division 3



Superintendent of Finance Liaison Between



Communications between office Holders and National assembly



GPOD3 Inter-office Communications



Purpose of GPOD3 - Section 060

### §060.01 Purpose

The purpose of GPOD3 is to promote within the framework of its powers and laws set by [the United States, in Congress assembled](#), monetary and financial stability, employment, and economic development based on qualifications and intellectual property.

Duties of the General Post Office Division 3 - Section 070

### §070.01 Duties

- A. Unless otherwise expressly provided by the general principles and accounting, GPOD3 shall adhere to existing or future general regulations regardless of their nature enacted by [the United States, in Congress assembled](#).



### §070.02 Jurisdiction

- A. GPOD3 shall be exclusively subject to the jurisdiction and courts of the Government of The United States of America within the sphere of the reign of the heavens.

**committee of Financial Services**

the committee - Section 080

### §080.01 Purpose

- A. The committee, under the authority of the National assembly of affirmed American Nationals for the Government of The United States of America; is charged with the general direction and control of GPOD3 while convened.
- B. The decision to serve as a committee member is a commitment to GPOD3 and GPOD3 account holders, and part of this commitment includes a responsibility to understand the financial statements, risks and controls of GPOD3 so as to properly exercise authority over GPOD3's direction. Accordingly, to be an effective committee member, a General Post Master must have a certain base level of financial skills, consistent with the size and complexity of GPOD3.



- C. One of the key measures of GPOD3's success is found in its financial statements. As such, a committee member must understand these financial statements to participate in a meaningful manner in the direction and control of the institution. Each committee member shall have at least a working familiarity with GPOD3's basic finance and accounting practices, including the ability to read and understand GPOD3's balance sheet and income statement and the ability to ask, as appropriate, substantive questions of management and auditors. To ensure that a committee member obtains this level of financial literacy, GPOD3 provides periodic training and makes other resources available to volunteer officials, as outlined in this policy.

#### §080.02 Attendance

- A. Committee members cannot fulfill their responsibilities if they do not attend committee meetings on a regular basis.
- B. Each committee member must devote sufficient time and effort to remain informed and aware of issues affecting GPOD3.

#### §080.03 Compliance

- A. The committee must maintain the integrity of GPOD3 by ensuring compliance with applicable laws and regulations. New or amended legal and regulatory requirements must be understood and properly implemented.
- B. Counsel from the National assembly should be sought when necessary to ensure that committee members and management have an appropriate understanding of legal and regulatory requirements.

#### §080.04 Continuity

- A. The committee must ensure GPOD3 remains in sound financial and operational condition over time.
- B. Preserving GPOD3 as viable Financial Services requires proper committee oversight in crucial areas such as strategic planning, capital accumulation, asset quality, liquidity, funds and risk management, and management development and succession.
- C. Hiring and retaining competent management for GPOD3 is one of the committee's most important duties.
- D. Appropriate performance standards must be developed for GPOD3's office holders.
- E. GPOD3's office holder's performance should be formally and objectively reviewed against these standards at least annually. The committee must be willing to take appropriate actions, up to and including recommendation for removal, when managers lack the competence or integrity to operate GPOD3 in a safe and sound manner;

#### §080.05 Examinations and Audits

The committee is responsible for reviewing all reports of examination and audits performed by outside sources and implementing any changes which are necessary to correct the deficiencies contained therein.

#### §080.06 Integrity

- A. The committee must maintain the highest standards of personal conduct.
- B. The committee must demonstrate integrity, dedication, and cooperation. Maintaining the confidentiality of GPOD3 business and account holder information is essential.



### §080.07 Internal Control

The committee must establish procedures for conducting audits whether it is by committee or by an outside third party auditor.

### §080.08 Leadership

- A. The committee members use good judgment and work for the best interest of the account holders of GPOD3.
- B. The committee's responsibility is to ensure that adequate policies, procedures, management, and planning are in place; the committee should not be led or simply monitor results after the fact.
- C. Care should be taken, however, not to assume responsibility for conducting GPOD3's daily operations. Conversely, management should not usurp the committee members' role.
- D. The committee SHOULD DIRECT, and management SHOULD MANAGE.

### §080.9 Management Information System

- A. The committee is responsible for establishing a system whereby GPOD3's affairs are presented to them in a manner which will allow reasonable comprehension of the information presented and which presents fairly GPOD3's activities.

### §080.10 Policy

- A. Establishing sound policies is one of the committee's more important functions.
- B. Policies should clearly and concisely state intentions, limitations, and controls that will dictate a specific course of action.
- C. Policies should be comprehensive, reduced to writing, approved by the committee, and reviewed and revised or reaffirmed at least annually.
- D. The committee should also make certain that its policies are fully understood and being adhered to by those who are subject to such policies.

### §080.11 Records of Actions and Resolutions

- A. It is the responsibility of the committee to insure that adequate minutes and other records of committee actions, and resolutions including pertinent discussions, dissenting opinions, etc. be maintained.

### §080.12 Self Evaluation

- A. This committee Policy will be reviewed on a regular basis.
- B. Each committee member should objectively analyze its performance and compliance with the committee members Policy at least annually.

### §080.13 Education

- A. Education is crucial to being an effective committee member.
- B. GPOD3 operates in a dynamic, highly regulated environment, and the need for informed, competent committee members has never been greater.



- C. Extensive education resources are available for GPOD3 committee members.
- D. Ongoing education is essential to ensure that committee members understand and appropriately control the risks inherent in operating GPOD3.

#### §080.14 Minimum Educational Requirements

- A. At a minimum, every committee member should be able to examine GPOD3's balance sheet, income statement and be able to understand what each line item means and why it is important to the vitality of GPOD3.
- B. The committee members should understand if the line item changes what does that change mean to the health of GPOD3.
- C. A committee member shall understand the specific activities in which GPOD3 engages, including not only how these activities generate revenue for GPOD3 but also the various risks associated with these activities that could lead to financial loss.

#### §080.15 Timetable for Acquiring Financial Skills

- A. At the committee meeting immediately following GPOD3's annual meeting and appointment of GPOD3 office holders each year, the financial literacy of newly appointed committee members will be assessed and a training plan will be developed to ensure that the 6-month timeline is met.
- B. Periodic training is a requirement; GPOD3 is strongly committed to the financial literacy of our committee members.
- C. Periodic training on financial statements is provided and attendance is encouraged for all committee members.

#### §080.16 Resources for Acquiring Financial Skills

- A. In order to achieve regulatory requirements, GPOD3 will provide on-going training opportunities and funding for committee members to acquire the skills needed to evaluate GPOD3's finances and risks.
- B. The committee members will be given training and educational opportunities in order to understand the complexities and risks of current programs, services, products and delivery channels offered by GPOD3 as well as new programs, service, products and delivery channels when introduced.
- C. The committee members are provided but not limited to the following educational opportunities:
  - 1. Internal GPOD3 training;
  - 2. External GPOD3 training, provided by the regulatory body, colleges/universities; this training may take the form of a conference, seminar, webinar, teleconference, or other means.

#### §080.17 Scope

- A. The focus of our compliance program will be all laws as set forth by [the United States, in Congress assembled](#):
  - 1. [The Articles of Confederation, as amended August 5th, 2015](#);
  - 2. [The Social Assistance Act of 2015](#).



## Duties of the committee of Financial Services - Section 090

### §090.01 Purpose

- A. Peer review and decision making process as it relates to:
1. Creation and adoption of GPOD3 policies.
  2. Creation and adoption of GPOD3 processes and procedures.
  3. Creation and adoption of GPOD3 forms.
  4. Development of GPOD3 infrastructure.
  5. Creation and maintenance of external financial service relationships.
  6. Establishing internal (Government) communications procedures.
  7. Promotion of National and international financial services.
  8. Enforcement of this SOPM and accepted standards.

head of the committee of the National assembly - Section 100

### §100.01 Responsibilities

- A. Within the framework of its powers and the policies set by [the United States, in Congress assembled](#):
1. Implement and enforce this SOPM;
  2. Authorized signor for the committee;
  3. Moderates committee meetings and manages GPOD3 official committee records;
  4. Gives GPOD3 committee reports to the National assembly;
  5. Sets agenda with input from committee members and the National assembly;
  6. Interacts with other committees as a GPOD3 liaison;
  7. Accepts tasks and powers given/granted by the National assembly on behalf of GPOD3;
  8. Holds all documents created internally for GPOD3;



## offices within the General Post Office Division 3

GPOD3 Manager/ General Manager - Section 110

### §110.01 Purpose

- A. The office of the **GPOD3 Manager/ General Manager** (hereinafter, “**General Manager**”) is the head of GPOD3 and supervises the activities of all GPOD3 Financial Services under the direction of the National assembly.



- B. The General Manager works with a number of assistants who help coordinate activities among different branches all over The United States of America and also contribute towards policymaking.
- C. There are different departments in GPOD3 and every department and branch has a manager.

### §110.02 Responsibilities

- A. Sees to the faithful performance of this SOPM and other international laws and of the laws enacted by [the United States, in Congress assembled](#);
- B. Observes the activities of one branch or more than one branch;
- C. Creates and analyzes management information and reports, which are sent to the committee;
- D. Interacts with local chambers of commerce, development agencies, solicitors, accountants, etc.
- E. Is involved with business planning and formulates GPOD3 policies;
- F. Has good leadership qualities and must possess decision-making ability;
- G. Must be organized, able to work under pressure and do overtime when necessary;
- H. Motivates and trains their staff to keep up with high standards and positively dealing with GPOD3 account holder complaints;
- I. Must also have good communication and network skills and must be cordial towards GPOD3 account holders;
- J. Must be discreet and understand the importance of GPOD3 account holder confidentiality;
- K. Within the framework of its powers and the laws enacted by [the United States, in Congress assembled](#):
  - 1. Manages GPOD3 in all aspects of financial services;
  - 2. Liaison when necessary with [General Post Master Council](#), Social Assistance Board or other Government Branches requesting collection or distribution of funds;
  - 3. Coordinate all financial services with the committee;
  - 4. Additional duties of the GPOD3 Manager/ General Manager are under the direct authority of the office of Superintendent of Finance;
  - 5. Institutions and their transactions reporting any irregularity to the head of the committee who then will forward it to the office of Superintendent of Finance;
  - 6. Decide on the commencement of administrative proceedings against any GPOD3 employees of whatever rank, through the competent department;
  - 7. Initially, maintain a quarterly Financial Statement and Balance Sheet report reflecting the activity and financial condition of GPOD3 which shall be expanded by GPOD3's increased activity to include a monthly and weekly report;



8. Present reports to the head of the committee for further presentment to the office of Superintendent of Finance which shall ultimately report it to the Government of The United States of America, [the United States, in Congress assembled](#), and the National assembly.

#### Assistant GPOD3 Manager/ Assistant General Manager - Section 120

##### §120.01 Purpose

- A. In the absence of the GPOD3 Manager/ General Manager, the Assistant GPOD3 Manager/ Assistant General Manager shall fulfill, execute and be responsible for all duties and responsibilities of the GPOD3 Manager/ General Manager.

##### §120.02 Qualifications

- A. All prospective management hires must have copies of recorded Oaths and Affirmations, must submit a resume to be reviewed by the General Manager and Financial Services Committee.
- B. An interview with Financial Services will be required for final approval of hire.
- C. Letters of Acceptance and Acknowledgement to be filed with the office of the registrar for the Government of The United States of America.

##### §120.03 Responsibilities

- A. Works closely with the General Manager, completes training to be able to properly manage daily functions of Financial Services in General Manager's absence.
- B. Manages daily schedules of GPOD3 Desks as well as trains newly hired employees with Financial Services procedures and prepares for Desk assignment.
- C. Manages continuing education, sets requirements and ensures compliance.
- D. Oversees customer service from the Desks and informs General Manager of issues needing attention.
- E. Responsible for collection of daily/weekly/monthly reports from all Desks.
- F. General Manager sets report requirements and reviews with the committee of the National assembly weekly
- G. Duties and responsibilities may be added as General Manager and committee of the National assembly may determine are needed.

##### §120.04 Appointment Procedure for Financial Services Assistant Manager

- A. The General Manager shall upon qualifying a prospective Assistant General Manager shall submit the Appointment to the National assembly.



### §130.01 Purpose

- A. The credit department's primary function is to provide the opportunity to secure interest-free, no-fee personal, residence or business start-up financial assistance.
  - 1. Though Affirmed American Nationals are given priority status, all are encouraged to apply;
- B. The Credit Department for GPOD3 will provide timely service during the application process, and can provide assistance throughout the term of the financial assistance, with the goal being to help all parties achieve a positive outcome.

### §130.02 Responsibilities

- A. Reports directly to the General Manager;
- B. Reports, and escalates, issues in a timely manner to the committee;
- C. Oversees all credit department processes, functions, policies and procedures;
- D. Initiates process improvement and quality reviews to simplify and improve productivity;
- E. Compiles all Financial Assistance Request documentation and presents each requestor's complete file to the committee for review.
- F. Reviews and processes financial assistance requests in a timely manner, per established standards;
- G. Communicate financial assistance decisions in a timely manner to clients;
- H. Ensures that financial assistance decisions are made within assigned authority;
- I. Negotiates documentation and payment terms with clients to ensure transactions are properly secured;
- J. Guides and educates clients;
- K. Enforces tiered levels of financial assistance and ceilings;
- L. Enforces accepted standards;
- M. Monitors the Accounts Receivable portfolio for trends and warning signs;
- N. Intervenes with clients to enable client's success, if necessary;
- O. Compiles financial reports on GPOD3's financial assistance handlings;
- P. Implements collections and strategy planning control;
- Q. Always attempts to make the financial assistance experience a positive experience for all parties.



Assistant head of the credit department - Section 140

**§140.01 Responsibilities**

TO BE DETERMINED

Membership Accounts Manager - Section 150

**§150.01 Responsibilities**

TO BE DETERMINED

Assistant Membership Accounts Manager - Section 160

**§160.01 Responsibilities**

TO BE DETERMINED

Grant Accounts Manager - Section 170

**§170.01 Responsibilities**

TO BE DETERMINED



Assistant Grant Accounts Manager - Section 180

**§180.01 Responsibilities**

TO BE DETERMINED

Social Assistance Account Manager - Section 190

**§190.01 Responsibilities**

TO BE DETERMINED

**The Reserve Trust Account**

Reserve Trust Account Manager - Section 220

**§220.01 Responsibilities**

TO BE DETERMINED

Assistant Reserve Trust Account Manager - Section 230

**§230.01 Responsibilities**

TO BE DETERMINED



## Employee Code of Conduct Code of Conduct - Section 240

### §240.01 Introduction

- A. A Code of Conduct is typically signed when a new employee is hired into the National Banking association. Many organizations review the Code of Conduct on an annual basis during the personnel review cycle.

### §240.02 Employee Code of Ethics, Fraud and Compliance Statement

- A. I confirm that I have been trained on the provisions of and have a general understanding of this Standard Operating Procedures Manual;
- B. I also agree that I will communicate to management any suspicious transactions;
- C. I further agree to comply with the following Code of Ethics:
1. To maintain complete loyalty to GPOD3 and to pursue its mission, strategies, objectives and plans;
  2. To preserve and protect the confidential relationship between the clients of GPOD3 and ourselves and the confidential information entrusted to us through the office which we hold;
  3. To serve all clients of the organization impartially and to provide no special privilege to any client, nor to accept personal compensation from a client;
  4. Directors, office holders, staff and their family members may not receive pecuniary consideration in connection with any matter related to GPOD3 business.
  5. All transactions with business associates or family members must be conducted at arm's length and in the best interest of GPOD3.
  6. To recognize and discharge our responsibilities and those of GPOD3 to uphold laws, regulations, bylaws and policies relating to GPOD3 activities;
  7. To exercise sound business policies and principles in the conduct of the affairs of GPOD3;
  8. To use [The Universal Declaration of Human Rights](#) in seeking to influence legislation and regulation;
  9. To refrain from issuing false and misleading statements;
  10. To refrain from dissemination of any damaging or malicious information;
  11. To maintain high standards of personal conduct avoiding any threatening, intimidating and offensive action with anyone;
  12. To avoid circumstances which cloud the exercise of prudent judgment due to the potential for personal gain or conflicts of interest.
- D. As acknowledgement to the above statements I hereby affix my autograph:

\_\_\_\_\_

GPOD3 Employee autograph

\_\_\_\_\_

Date





Government of The United States of America  
Rural Free Delivery Route 1

## office of the registrar

Box #4  
The United States of America  
Global Postal Code-NAC: 850H2 MR7C8

Office hours: 9:00 - 9:00 UTC-6 Monday - Friday  
Phone: (602) 845-0473  
Email: [registrar@generalpostoffice.org](mailto:registrar@generalpostoffice.org)



## ACKNOWLEDGEMENT

I, **Alice Cenicerros**, certify under penalty of bearing false witness under the laws of The United States of America that the foregoing paragraph is true and correct according to the best of my current information, knowledge, and belief.

The office of the registrar accepts and acknowledges the document:

Standard Operating Procedures Manual for General Post Office Division 3 –  
and is recorded on:

24<sup>th</sup> day in the year of Yahweh, 6020  
Document Date  
*Translated Date: April 12, 2018*

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Time



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*This is a true and exact reproduction of the document officially recorded  
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*Translated Date: April 12, 2018*

*This copy is not valid unless displaying the Record File Number, Seal, and signature of the registrar for The United States of America.*



*Alice Cenicerros*

